



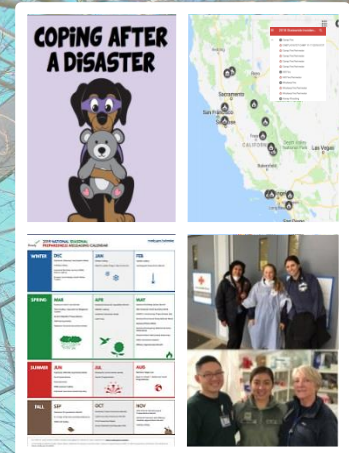
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## Winter 2019



## Manager's Message

### Patrick Lynch, RN

Manager, Response Personnel Unit



**Patrick Lynch**

Dear DHV and MRC volunteers:

"It seems there is no end to the wildfires. I cannot recall a number of wildfires following in such quick succession and with such ferocity. We mourn the civilian...deaths during the recent fire. Those who serve us working the fires do, indeed, risk their lives for us. The civilians who died were caught in what most of us would find unimaginable circumstances. Condolences to the loved ones. The wildfires have brought medical support for shelters to the forefront of DHV and MRC volunteer response. General population shelters need the medical support for medically fragile clients as well as other medical/first aid needs. I would ask that you think about and prepare for requests to deploy for shelter medical support."



The above paragraph should sound familiar. It was the opening paragraph for my last Manager's Message in the DHV Journal released October 5, 2018. It is a direct quote from the last issue minus a statement about a firefighter's death.

We need to learn from these incidents, and we (both DHV and MRC volunteers and program managers) need to prepare to aid shelter operations. Medical support to shelters is now a common and accepted expectation for response. Please prepare yourselves to assist in shelters. Please prepare yourself and your loved ones for these types of catastrophic events, be it a wildfire, earthquake or other incident.

For the Butte County Camp Fire, both DHV County Units and MRC Units provided volunteers for Butte County Public Health shelter medical support requests. I thank each and every one of you who deployed. Some volunteers indicated they were available to deploy but were not called upon. I thank you also for your willingness to give of your time and skills.

Let us hope that 2019 is a calmer year for us all.

Respectfully,

Patrick

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## MRC Corner

**Lauran Molina**

California State MRC Coordinator



**Lauran Molina**

Happy New Year!

California MRC Units have been extremely busy this year. Most recently, they have been busy with the Camp Fire which was the most destructive wildfire in the history of California. There were 14 MRC Units that deployed. Approximately 83 medical/health MRC Volunteers worked over 160 shifts.

Over 419 MRC Volunteers from Veterinary MRC Units providing animal care. The MRC Units involved in this deployment included: ALCO MRC, Berkeley MRC, CA Veterinary MRC,



Contra Costa County MRC, Kern County MRC, Lake County MRC, Marin County MRC, Napa MRC, Sacramento MRC, San Francisco Fire Department Civilian Volunteer MRC, Santa Cruz MRC, Sonoma MRC, Stanislaus County MRC and UC Davis Veterinary Emergency Response Team MRC. As devastating as this fire was, I am very proud of the volunteerism that took place and how much support the MRC Units gave.

In 2018, there were over 600 newly accepted MRC Members. California has 39 MRC Units with over 9,700 members. This past year there were various trainings and real events including: Safety Fairs, First Aid Stations, Hands Only CPR, Stop the Bleed, Vaccination outreach, etc.

For more information on MRCs, you can go to the MRC National website at the link below.

<https://mrc.hhs.gov/pageviewfldr/About>

If you are not yet an MRC member and are interested, you can send me an email at

[dhv@emsa.ca.gov](mailto:dhv@emsa.ca.gov) and I will give you information on the MRC nearest to you.

THANK YOU to all the MRC Unit Coordinators as well as the MRC Volunteers for all your hard work in 2018. I am excited for this New Year and hope that you stay active in the MRC Family.

Lauran Molina

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# 2019 National Seasonal Preparedness Messaging Calendar

The 2019 National Seasonal Preparedness Messaging Calendar and key messages provide content to help promote preparedness throughout the year. Please feel free to adapt topics to reflect hazards that can affect your local area, using this calendar as a guide. Emergencies can happen at any time. For more information and resources to empower individuals, families, communities and businesses to prepare for emergencies and disasters, visit [www.Ready.gov](http://www.Ready.gov).

Download link :










[Ready 2019 National Seasonal Preparedness Messaging Calendar \(PDF\)](#)

For links to social media toolkits and key messaging for seasons & topics please visit:

[www.ready.gov/calendar](http://www.ready.gov/calendar)

Social media toolkits include: Flood Safety, Wildfires, Hurricanes, Extreme Heat, National Preparedness Month, Youth Preparedness and More. Find toolkits at

[www.ready.gov/toolkits](http://www.ready.gov/toolkits)

 <b>2019 NATIONAL SEASONAL PREPAREDNESS MESSAGING CALENDAR</b> <a href="http://ready.gov/calendar">ready.gov/calendar</a>			
<b>WINTER</b>	<b>DEC</b> National Influenza Vaccination Week Holiday Safety National Weather Service (NWS) Winter Safety Resolve to be Ready Social Media Toolkit	<b>JAN</b> Winter Safety Martin Luther King Jr. Day of Service	<b>FEB</b> Winter Safety Earthquake Awareness Month
			
	<b>SPRING</b>	<b>MAR</b> American Red Cross Month Flood Safety, Insurance & Mitigation Toolkit Severe Weather Preparedness NWS Spring Safety National Tsunami Awareness Week	<b>APR</b> National Financial Capability Month Wildfire Safety National Volunteer Week Earth Day
			<b>MAY</b> National Building Safety Month SBA National Small Business Week Wildfire Community Preparedness Day National Hurricane Preparedness Week National Police Week National Emergency Medical Services (EMS) Week National Dam Safety Awareness Day Older American's Month Military Appreciation Month
<b>SUMMER</b>	<b>JUN</b> National CPR/AED Awareness Week Pet Preparedness Extreme Heat NWS Summer Safety National Insurance Awareness Day	<b>JUL</b> Fireworks and Summer Safety Youth Preparedness	<b>AUG</b> National Night Out Back to School - Children & Youth Preparedness
			
	<b>FALL</b>	<b>SEP</b> National Preparedness Month 9/11 Day of Service and Remembrance NWS Fall Safety	<b>OCT</b> National Crime Prevention Month Cybersecurity Awareness Month Fire Prevention Week Great ShakeOut Earthquake Drill
			<b>NOV</b> DHS Critical Infrastructure Preparedness Month National Veterans and Military Families Appreciation Month Holiday Safety
			
For links to social media toolkits and key messaging for seasons & topics please visit: <a href="http://www.ready.gov/calendar">www.ready.gov/calendar</a> Social media toolkits include: Flood Safety, Wildfires, Hurricanes, Extreme Heat, National Preparedness Month, Youth Preparedness and More. Find toolkits at <a href="http://www.ready.gov/toolkits">www.ready.gov/toolkits</a>			

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## Coping with Disasters

Disasters are upsetting experiences for everyone involved. The emotional toll that disaster brings can sometimes be even more devastating than the financial strains of damage and loss of home, business or personal property.



Children, senior citizens, people with access or functional needs, and people for whom English is not their first language are especially at risk. Children may become afraid and some elderly people may seem disoriented at first. People with access or functional needs may require additional assistance.

Seek crisis counseling if you or someone in your family is experiencing issues with disaster-related stress.

### Understand Disaster Events

Understand the individual effects of a disaster.



- Everyone who sees or experiences a disaster is affected by it in some way.
- It is normal to feel anxious about your own safety and that of your family and close friends.
- Profound sadness, grief and anger are normal reactions to an abnormal event.
- Acknowledging your feelings helps you recover.
- Focusing on your strengths and abilities helps you heal.
- Accepting help from community programs and resources is healthy.
- Everyone has different needs and different ways of coping.
- It is common to want to strike back at people who have caused great pain.

Children and older adults are of special concern in the aftermath of disasters. Even individuals who experience a disaster “second hand” through exposure to extensive media coverage can be affected.

Contact local faith-based organizations, voluntary agencies, or professional counselors for counseling. Additionally, FEMA and state and local governments of the affected area may provide crisis counseling assistance.

As you recover, it is a good idea to make sure that you have **updated your family disaster plan** and replenished essential disaster supplies just in case a disaster happens again. You will always feel better knowing that you are prepared and ready for anything.

### Signs of Disaster-Related Stress

Seek counseling if you or a family member are experiencing disaster-related stress.

**Sources and more information:** <https://www.ready.gov/coping-with-disaster>

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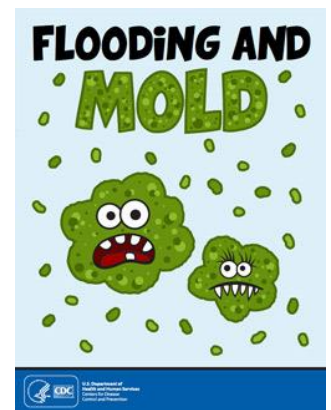
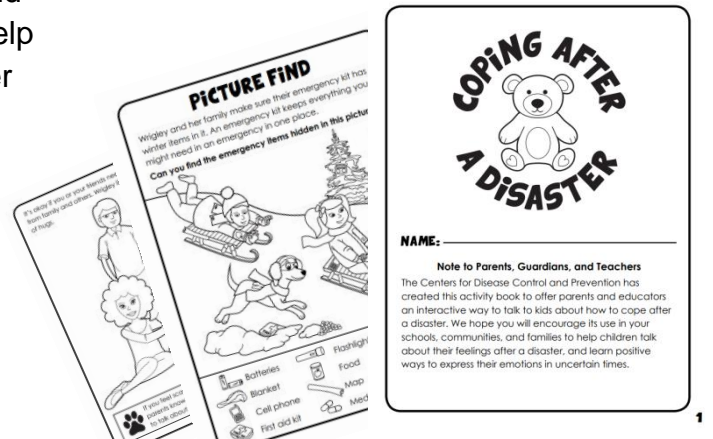
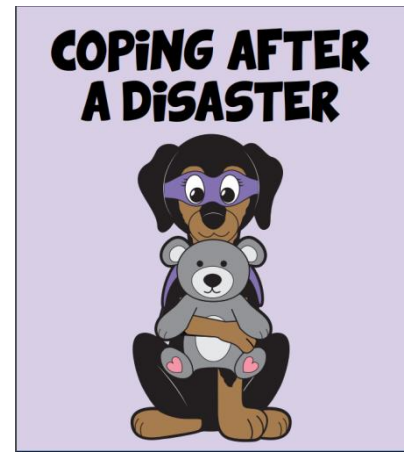
## Children in Disasters

Children comprise approximately 25 percent of our nation's population and are the future of our communities. At the end of the 20th century, research showed an estimated 66.5 million children worldwide were affected by a natural disaster each year, and this number is only expected to increase. Most emergencies happen without warning, and the best way to ensure citizens are safer during an emergency is to help them prepare before one occurs.

The Centers for Disease Control and Prevention has created Ready Wrigley to provide parents, guardians, teachers, and young children with tips, activities, and a story to help the whole family prepare for emergencies. Together with your child, join Wrigley as she helps her family prepare for emergencies by staying informed, packing emergency kits, and making a family plan.

Here is the link to the activity books:

<https://www.cdc.gov/cpr/readywrigley/books.htm>



### Sources:

[https://www.fema.gov/media-library-data/e2c0b6ace0468a4277629ac8294defcf/Youth\\_Preparedness\\_Fact\\_Sheet\\_RevisedDraft\\_5.pdf](https://www.fema.gov/media-library-data/e2c0b6ace0468a4277629ac8294defcf/Youth_Preparedness_Fact_Sheet_RevisedDraft_5.pdf)

[https://www.cdc.gov/cpr/readywrigley/documents/RW\\_Coping\\_After\\_a\\_Disaster\\_508.pdf](https://www.cdc.gov/cpr/readywrigley/documents/RW_Coping_After_a_Disaster_508.pdf)

<https://www.cdc.gov/cpr/readywrigley/checklists.htm>



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## New Response Personnel Unit Staff

### Theresa Gonzales

Senior Emergency Services Coordinator

Ms. Gonzales has over 23 years of emergency management experience. She currently is a valued member of the Emergency Medical Service Authority (EMSA), Disaster Medical Services (DMS) Division, and Response Personnel Unit (RPU). Ms. Gonzales works with emergency management partners as a Disaster Healthcare Volunteer (DHV) Administrator and Coordinator and the California Medical Assistance Team (CAL-MAT) Statewide Administrator and Coordinator.



In addition, she serves as a EMSA Duty Officer, Co-lead for the Medical Health Coordination Center Operations Section, a CA ESF 8 representative alongside the California Department of Public Health in the State Operations Center at the California Governor's Office of Emergency Services (Cal OES) during emergencies and/or disaster activations, and a California Emergency Management Assistance Compact A-Team Member.

Ms. Gonzales was recently deployed in support of the Butte County Camp Fire, Shasta and Trinity Carr Fire, National Hurricane Season, and Hurricane Irma and Maria. Prior to working in the EMSA RPU, Ms. Gonzales worked in the EMSA Plans and Training Unit as a lead planner for statewide plans and annual Statewide Medical Health Exercise, the Cal EOC lead and trainer, and disaster recovery specialist. Ms. Gonzales also held several positions within Cal OES working all phases of emergency management.

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## DHV/MRC deployment in recent wildfires

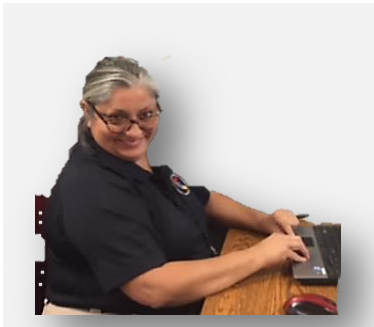
Name of Fire (County)	DHV/MRC	Burned Acres	Structures Destroyed	Deaths
11/08/2018 Camp Fire (Butte)	21 Units	153,336	13,972 residences, 528 commercial and 4,293 other buildings	86
	14 MRC Units (83 medical/health MRC Volunteers and 419 Volunteers from Veterinary MRCs )  ALCO MRC, Berkeley MRC, CA Veterinary MRC, Contra Costa County MRC, Kern County MRC, Lake County MRC, Marin County MRC, Napa MRC, Sacramento MRC, San Francisco Fire Department Civilian Volunteer MRC, Santa Cruz MRC, Sonoma MRC, Stanislaus County MRC and UC Davis Veterinary Emergency Response Team MRC			
	7 DHV Units (38 Volunteers)  Amador County Unit, El Dorado County Unit, Humboldt County Unit, Sacramento County Unit, San Francisco County Unit, San Joaquin County Unit, and Trinity County Unit			
07/23/2018 Carr Fire (Shasta, Trinity)	8 MRC Units  Berkeley MRC, CA Veterinary MRC, Contra Costa County MRC, Kern County MRC, Marin MRC, Nape MRC, Riverside MRC, Sacramento MRC	229,651	1,079 residences, 22 commercial structures, 503 outbuildings destroyed - 190 residences, 26 commercial structures, and 61 outbuildings damaged	8

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## CAL-MAT Activation

### Theresa Gonzales

Senior Emergency Services Coordinator



**Theresa Gonzales**

Good day and Happy New Year!

The Emergency Medical Services Authority (EMSA) following the Standardized Emergency Management System successfully deployed our California Medical Assistance Team (CAL-MAT) to support the 2018 July Wildfires – Shasta and Trinity Counties Carr Fire and the 2018 November Wildfires – Butte County Camp Fire.



Using the Disaster Healthcare Volunteer System (DHV), EMSA rapidly deployed 35 CAL-MAT members to support shelter medical needs for the Carr Fire and deployed 93 CAL-MAT members to support the medical needs for the Camp Fire.

EMSA also had the support of the California National Guard and Health Care Systems (Kaiser Permanente, Stanford, Scripps) during the Camp Fire responses. EMSA provided Patient Unified Lookup System for Emergencies (PULSE) just-in-time training to our medical personnel in CAL-MAT and Specialized CAL-MAT teams.

EMSA would like to thank our current CAL-MAT, Health Care Systems (Kaiser Permanente, Stanford, Scripps), the California National Guard, and the California Conservation Corp for jobs well done!

If you are interested in becoming a CAL-MAT member and a part of a vital team of medical and administrative professionals that help in disasters, please visit the EMSA CAL-MAT webpage <https://emsa.ca.gov/cal-mat/> for more information.

You may also contact the EMS Authority, attention Michael Frenn, at (916) 431-3681, or [michael.frenn@emsa.ca.gov](mailto:michael.frenn@emsa.ca.gov)



Kaiser Permanente staff, CA Air National Guard and CAL-MAT staff



PULSE Tablets



CAL-MAT and National Guard

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# Online Disaster Training Opportunities



Do you know what to do to stay safe during an earthquake? What about in the event of a tornado? How will you reconnect with your family following a major disaster or emergency? Each year, more and more people are gaining the skills necessary to prepare for and respond to disasters or emergencies through various training programs, classes or modules. Get engaged, Get prepared and Be ready today for what may happen tomorrow. Only by making certain we as individuals are prepared for a disaster, will we be able to ensure the safety of our families and assist our communities. FEMA provides information resources in many formats, including training guides, workbooks and DVDs, free of charge. Ordering information is included.

## Safety and Preparedness Resources

- [FEMA's Emergency Management Institute Independent Study Online Course](#) - Many of FEMA's emergency preparedness and management courses can be taken online for ease and convenience. Take a look at the many training courses FEMA has to offer about how you can prepare yourself or family for what to do before, during and after a disaster.
- [Community Preparedness Toolkit](#) - The Community Preparedness Toolkit provides step-by-step directions along with useful resources for making your community, safer, more resilient to withstand any disaster or emergency. Learn more about this toolkit and how you can use it to develop a community-based approach to preparedness and start or join local preparedness programs such a Citizen Corps Council or Community Emergency Response Team.
- [Community Emergency Response Teams \(CERTs\)](#) - The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization and disaster medical operations giving members the skills to assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help.

## FEMA Independent Study Courses

FEMA's Emergency Management Institute offers many online courses for you to learn more about emergency preparedness, mitigation, the emergency management system, and the disaster response process.

Below are a few courses that you may be interested in:

- [IS 10.a - Animals in Disasters: Awareness and Preparedness](#)
- [IS 11.a - Animals in Disasters: Community Planning](#)
- [IS 22 - Are You Ready?: An In-depth Guide to Citizen Preparedness](#)
- [IS 244 - Developing and Managing Volunteers](#)
- [IS 288- The Role of Volunteer Agencies in Emergency Management](#)
- [IS 317 - Intro to Community Emergency Response Teams](#)
- [IS 324 - Community Hurricane Preparedness](#)
- [IS 394.a - Protecting Your Home or Small Business in Disaster](#)

All the course materials are available over the internet to all who are interested. Official enrollment in the course, which includes scoring the final exam, receiving a certificate, and maintaining student records is limited to United States (US) residents and to those individuals outside the US with valid US Postal Service deliverable address including APOs and FPOs.

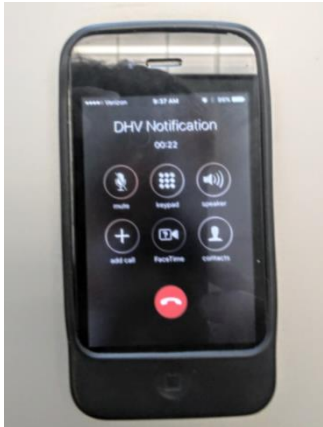

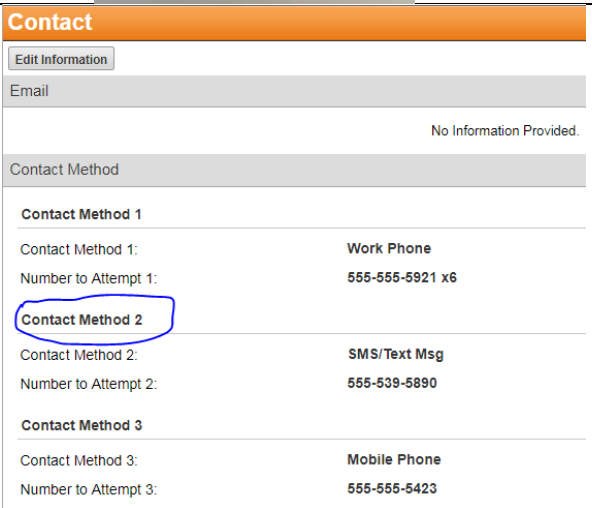

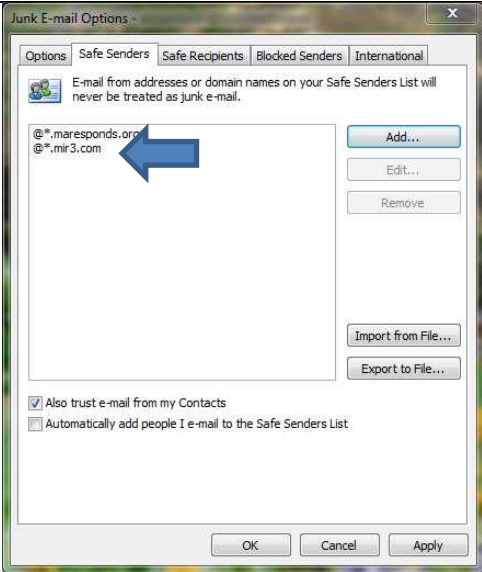
- [Individual and Community Preparedness Print Publications](#) (link)

Source: <https://www.ready.gov/training>

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## DHV "User Tips"

<p>1</p> <p><b>Add a Contact</b></p>	<p>DHV will always call from <b>866-240-7855</b></p> <p>Adding DHV as a contact will avoid DHV calls showing as an unknown caller</p>	
<p>2</p> <p><b>Add "SMS/Text Message" as Contact Method</b></p> 	<p>Your local administrator may send a "Short" Message during a disaster.</p> <p>You may get your message even if the signal is weak and your phone shows "no bar" on it.</p> <p>(Depending on your phone plan, you may not be charged per text that you received. When you reply/send a SMS, standard fees may apply)</p>	
<p>3</p> <p><b>Add "Safe Senders"</b></p> 	<p>DHV Messages will be sent from mir3.com</p> <p>Please add <b>@*.mir3.com</b> as a Safe Sender in your Outlook or other mail application to avoid the message going to your spam or junk mail folder.</p>	

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## DHV is California's ESAR-VHP Program

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program, administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials and accreditations are verified in advance, saving valuable time in emergency situations.

### Why Do We Need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. In these times of crisis; hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospital, public health and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

### Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional and state, public health and emergency medical services agencies.

DHV is administered by all system stakeholders and managed by the California EMS Authority in partnership with the California Department of Public Health (CDPH). DHV volunteers include healthcare professionals (medical, public health, mental health, EMS and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-credentialed. Deployment of volunteers will follow Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, <http://healthcarevolunteers.ca.gov>



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## Have You Updated Your DHV Registration Information Lately?

We depend upon each of you to update your DHV profile with your correct information. It is important that you take a moment to update your DHV System information when your information changes. Have you moved? Do you have a new occupation or a new employer? Has your email or phone number changed?

Please take a moment to update your file. Just log into [healthcarevolunteers.ca.gov](http://healthcarevolunteers.ca.gov) and click on the "Profile" tab. From there you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits.

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### The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteers Program administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published and distributed periodically to the partners of the DHV Program.



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